

Here are some questions and answers about new travel claim process:

Q1: Who is eligible for Beneficiary Travel Reimbursement?

Veterans and caregivers may be eligible for travel pay. A list of eligibility requirements can be found on the [VA Travel Pay Reimbursement](#) webpage.

Q2: How do I submit a travel reimbursement claim?

The St. Cloud VA Health Care System is implementing a new web-based portal to submit and process beneficiary travel claims beginning November 2, 2020. The new portal, the Beneficiary Travel Self-Service System (BTSSS), is VA's preferred method to receive travel reimbursement claims. BTSSS will phase out claims submitted through the facility kiosks which will not accept travel claims after Nov. 2, 2020. BTSSS is available through the [AccessVA](#) website. Hard copy submissions will be available by using the VA Form 10-3542 but are not preferred. Drop boxes for the hard copy are located at the Medical Center in St. Cloud in Bldg. 1 next to the operator's desk and Bldg. 5 Room 119.

Q3: Are there advantages to using the Beneficiary Travel Self-Service System (BTSSS)?

The BTSSS automates the claims process to ensure timely processing and payment of travel reimbursement claims. With BTSSS, turnaround time to evaluate and settle a claim is less than 5 days. BTSSS allows Veterans and caregivers to submit claims 24/7, 365 days a year from a computer or mobile device. It also allows users to electronically track the status of a claim request.

Q4: Can I get help to file my first claim?

There are several sources of help for filing a claim. BTSSS was built with several self-help tools to guide users through the process of logging on and submitting/tracking claims. Additionally, a user's guide for BTSSS is available on the [VA Travel Pay Reimbursement](#) webpage. Lastly, Veterans who do not have access to a computer can get help from a travel clerk at the Medical Center in St. Cloud located in Bldg. 5, Room 119.

Q5: How do I access BTSSS?

BTSSS is available through the AccessVA webpage. To submit a claim, [Visit AccessVA](#), select submit a travel claim, and logon using a DS Log on Level 2 account. A DS Logon is an ID issued by DoD that will allow Veterans and caregivers access to many VA and DoD sites with one user username and password. [Need a DS Log on?](#)

Q6: Why is VA launching BTSSS?

The current claims submission processes are 100% manual. BTSSS will significantly reduce human intervention for each reimbursement claim request and improve tracking, reporting, and the auditing capability for all stages of the claims process.